

**Easterling, Deborah**

229467

**From:** Easterling, Deborah  
**Sent:** Friday, April 29, 2011 1:11 PM  
**To:** 'Susan Gauff'  
**Subject:** RE: Form Returned: Letter\_of\_Protest\_Form\_pub\_0001.pdf

Dear Ms. Gauff:

This is to acknowledge receipt of your email to our PSC Website Comments.

I am forwarding your email to our Clerk's Office for handling. Your email will become a part of Docket No. 2011-47-WS and will be posted on our website under this Docket.

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling

-----Original Message-----

**From:** Susan Gauff [<mailto:sgauff@comporium.net>]  
**Sent:** Thursday, April 28, 2011 10:21 AM  
**To:** Contact  
**Subject:** Form Returned:  
Letter\_of\_Protest\_Form\_pub\_0001.pdf

Form Returned: Letter\_of\_Protest\_Form\_pub\_0001.pdf

Instructions to add this form to a responses file:

1. Double-click the attachment.
2. Acrobat will prompt you to select a responses file.

RECEIVED

PSC SC  
MAIL / DMS



\* Required Fields

Date: \* April 29, 2011

**Letter of Protest**  
**in Docket \* 2011 - 47 - WS**

**Print**

**Email**

**Protestant Information:**

Name \* Susan T. Gauff

Mailing Address \* 65 Honeysuckle Woods

City, State Zip \* Lake Wylie, SC 29710 Phone \* 803 831 2737

E-mail sgauff@gmail.com

**1. What is your connection or interest in this case? \* For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)**

We are a customer of this company.

**2. Please give a concise statement of your protest. \* (This section must be completed. Attach additional information if necessary.)**

In January we received a bill for \$300 vs. our normal bill of about \$60 to 70. We were even away for 10 days of that month. The company tested the meter and for leaks -- nothing. I wrote to their customer service saying I would pay a normal amount and wrote them a check for \$75. They never answered my customer service message through their website. Each time I called, I was promised a phone call back from a supervisor -- never happened. I was negotiating in good faith. Without any communication, they just showed up to turn off the water which forced me to pay the whole bill to get it turned back on. The local person who came kept saying -- you have to deal with Florida on this subject. The only problem is that Florida doesn't respond. Any company this bad at customer service does not deserve any rate increase no less a substantial one.

**3. Do you wish to make an appearance at a hearing in this proceeding, if scheduled, and offer sworn testimony? \***  
(This section should be completed.)

No.